

REMARKS

The present application was filed on December 18, 2001 with claims 1-23. In the outstanding Office Action, the Examiner: (i) rejected claims 1, 2, 4-6, 9, 13, 16, 17, 20, 22 and 23 under 35 U.S.C. §102(e) as being anticipated by U.S. Patent No. 6,256,620 to Jahawar et al. (hereinafter "Jahawar"); (ii) rejected claims 7, 8, 14 and 15 under 35 U.S.C. §103(a) as being unpatentable over Jahawar and in view of Newton's Telecom Dictionary, 16th Edition (hereinafter "Newton"); (iii) rejected claims 10-12 and 21 under 35 U.S.C. §103(a) as being unpatentable over Jahawar; and (iv) rejected claims 18 and 19 under 35 U.S.C. §103(a) as being unpatentable over Jahawar in view of U.S. Patent No. 6,349,290 to Horowitz et al. (hereinafter "Horowitz").

In this response, Applicants have amended the abstract as requested by the Examiner. Applicants have also amended independent claims 1, 9, 16 and 23 to further clarify the subject matter of the invention. Dependent claims 10 and 11 have been canceled.

Applicants traverse the various §102(e) and §103(a) rejections based on Jahawar since Jahawar fails to teach or suggest each and every limitation of amended independent claims 1, 9, 16 and 23. Applicants have amended the independent claims to indicate that a decision value is computed in accordance with a decision policy based on a combination of formal and heuristic reasoning. Support for the amendment is found throughout the present specification, by way of example only, see page 3, lines 27-30; and page 6 line 24, through page 7, line 30.

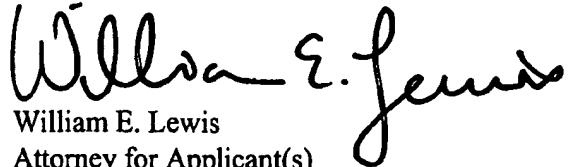
Jahawar at least fails to teach or suggest that a decision value is computed in accordance with a decision policy based on a combination of formal and heuristic reasoning. The Office Action cites Jahawar at column 16, lines 25-45 to support the argument that Jahawar teaches use of a set of rules for determining whether to display a "Help" button to a user. Whether this is accurate or not, this portion of Jahawar neither teaches nor suggests that a decision value is computed in accordance with a decision policy based on a combination of formal and heuristic reasoning, as in the claimed invention.

As illustratively explained in the present specification at page 6, line 26, a decision policy of the invention can be based on both formal (e.g., chaining of rules) and heuristic (e.g., giving scores based on ad hoc combinations of various factors) styles of reasoning. The fact that Jahawar mentions a "set of rules" neither teaches nor suggests the claimed limitation. None of the other references cited, namely, Newton and Horowitz, remedy this deficiency.

It is also respectfully asserted that the claims which depend from independent claims 1, 9 and 16 contain patentable subject matter in their own right.

In view of the above, Applicants believe that claims 1-23 are in condition for allowance, and respectfully request withdrawal of the §102(e) and §103(a) rejections.

Respectfully submitted,



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